

AMERITECH ASR'S SENT & TRANSMISSION ERROR RATE

DATE	# ASR's Sent	# Not Rec'd	% Error
5/1/97	105	2	1.90%
5/2/97	116	0	0.00%
5/3/97	62	0	0.00%
5/5/97	131	1	0.76%
5/6/97	124	7	5.65%
5/7/97	110	1	0.91%
5/8/97	69	2	2.90%
5/9/97	88	0	0.00%
5/12/97	65	0	0.00%
5/13/97	104	1	0.96%
5/14/97	80	2	2.50%
5/15/97	69	2	2.90%
5/16/97	32	1	3.13%
5/19/97	98	2	2.04%
5/20/97	93	4	4.30%
5/21/97	75	7	9.33%
5/22/97	70	1	1.43%
5/23/97	87	5	5.75%
5/27/97	78	8	10.26%
5/28/97	50	2	4.00%
5/29/97	59	0	0.00%
5/30/97	80	0	0.00%
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TOTALS	1845	48	2.60%

ASR'S CONFIRMED BUT NOT RECEIVED

May 1997

DATE	# ASR'S CONF.	# FOC'S NOT RECV'D.	% MISSING
4/29/97	105	48	45.71%
4/30/97	95	4	4.21%
5/1/97	55	3	5.45%
5/2/97	42	0	0.00%
5/5/97	88	16	18.18%
5/6/97	101	22	21.78%
5/7/97	74	19	25.68%
5/8/97	70	24	34.29%
5/9/97	77	6	7.79%
5/12/97	45	5	11.11%
5/13/97	39	24	61.54%
5/14/97	59	0	0.00%
5/15/97	71	1	1.41%
5/16/97	53	35	66.04%
5/19/97	33	23	69.70%
5/20/97	16	7	43.75%
5/21/97	92	9	9.78%
5/22/97	53	13	24.53%
5/23/97	36	12	33.33%
5/27/97	51	26	50.98%
5/28/97	37	20	54.05%
5/29/97	39	18	46.15%
5/30/97	35	25	71.43%

FOC'S RECVD EITHER BY FAX OR FED EX

Date ASR Sent	FOC Number	Date ASR Confirmed	Date FOC Received	Days Between ASR Sent & FOC Recv'd.
4/11/97	970410218	4/11/97	5/9/97	20
4/11/97	970410113	4/11/97	5/9/97	20
4/29/97	970326172	5/8/97	5/15/97	12
4/16/97	970331028	4/24/97	5/2/97	11
4/16/97	970414018	4/24/97	5/2/97	11
4/24/97	970422273	4/29/97	5/9/97	11
4/17/97	970415036	4/24/97	5/2/97	10
4/25/97	970424040	4/29/97	5/9/97	10
4/25/97	970424042	4/29/97	5/9/97	10
4/25/97	970424046	4/29/97	5/9/97	10
4/25/97	970424048	4/29/97	5/9/97	10
4/25/97	970424169	4/29/97	5/9/97	10
4/25/97	970424062	4/29/97	5/9/97	10
4/25/97	970424054	4/29/97	5/9/97	10
4/25/97	970424067	4/29/97	5/9/97	10
4/25/97	970424068	4/29/97	5/9/97	10
4/25/97	970424070	4/29/97	5/9/97	10
4/25/97	970424091	4/29/97	5/9/97	10
4/25/97	970418074	4/28/97	5/9/97	10
5/14/97	970410187B	5/22/97	5/28/97	10
4/18/97	970418234	4/24/97	5/1/97	9
4/18/97	970418250	4/24/97	5/1/97	9
4/28/97	970312052	4/30/97	5/9/97	9
4/28/97	970424154	4/29/97	5/9/97	9
4/28/97	970424157	4/29/97	5/9/97	9
4/28/97	970424161	4/29/97	5/9/97	9
4/28/97	970424163	4/29/97	5/9/97	9
4/28/97	970424199	4/29/97	5/9/97	9
4/28/97	970424201	4/29/97	5/9/97	9
4/28/97	970424208	4/29/97	5/9/97	9
4/28/97	970424212	4/29/97	5/9/97	9
4/28/97	970425048	4/29/97	5/9/97	9
4/28/97	970424112	4/29/97	5/9/97	9
4/28/97	970425083	4/29/97	5/9/97	9
4/28/97	970464115	4/29/97	5/9/97	9
4/28/97	970425151	4/29/97	5/9/97	9
4/28/97	970424122	4/29/97	5/9/97	9
4/28/97	970425161	4/29/97	5/9/97	9
4/28/97	970424123	4/29/97	5/9/97	9
4/28/97	970425163	4/29/97	5/9/97	9
4/28/97	970424124	4/29/97	5/9/97	9
4/28/97	970425165	4/29/97	5/9/97	9
4/28/97	970424127	4/29/97	5/9/97	9

FOC'S RECVD EITHER BY FAX OR FED EX

4/28/97	970425172	4/29/97	5/9/97	9
4/28/97	970424138	4/29/97	5/9/97	9
4/28/97	970425178	4/29/97	5/9/97	9
4/28/97	970424142	4/29/97	5/9/97	9
4/28/97	970425185	4/29/97	5/9/97	9
4/28/97	970424144	4/29/97	5/9/97	9
4/28/97	970425187	4/29/97	5/9/97	9
4/28/97	970424149	4/29/97	5/9/97	9
4/28/97	970425188	4/29/97	5/9/97	9
4/28/97	970424151	4/29/97	5/9/97	9
4/28/97	970425187	4/29/97	5/9/97	9
4/28/97	970424153	4/29/97	5/9/97	9
4/28/97	970425200	4/29/97	5/9/97	9
4/28/97	970425206	4/29/97	5/9/97	9
4/28/97	970428020	4/29/97	5/9/97	9
4/28/97	970421006	4/29/97	5/9/97	9
4/28/97	970424119	4/28/97	5/9/97	9
5/2/97	970407048	5/6/97	5/15/97	9
5/3/97	970418007	5/6/97	5/15/97	9
5/2/97	970501052	5/6/97	5/15/97	9
5/2/97	970501124	5/6/97	5/15/97	9
5/2/97	970502097	5/6/97	5/15/97	9
5/3/97	970502111	5/6/97	5/15/97	9
5/3/97	970502124	5/6/97	5/15/97	9
5/3/97	970502134	5/6/97	5/15/97	9
5/3/97	970502136	5/6/97	5/15/97	9
5/2/97	970502147	5/6/97	5/15/97	9
5/3/97	970503009	5/6/97	5/15/97	9
5/3/97	970503028	5/6/97	5/15/97	9
5/8/97	970423045	5/16/97	5/21/97	9
5/8/97	970423045	5/16/97	5/21/97	9
5/15/97	970511001	5/19/97	5/28/97	9
5/15/97	970514004	5/19/97	5/28/97	9
5/15/97	970515004	5/19/97	5/28/97	9
5/15/97	970515014	5/19/97	5/28/97	9
5/15/97	970515096	5/19/97	5/28/97	9
5/15/97	970515098	5/19/97	5/28/97	9
5/15/97	970515102	5/21/97	5/28/97	9
5/15/97	970515100	5/19/97	5/28/97	9
5/15/97	970515106	5/19/97	5/28/97	9
5/15/97	970515108	5/19/97	5/28/97	9
5/15/97	970515220	5/19/97	5/28/97	9
5/15/97	970515088	5/20/97	5/28/97	9
4/21/97	970421114	4/24/97	5/1/97	8
4/21/97	970310097	4/24/97	5/1/97	8
4/21/97	970421133	4/24/97	5/2/97	8
4/29/97	970428019	4/30/97	5/9/97	8
4/29/97	970428299	4/30/97	5/9/97	8
4/29/97	970428311	4/30/97	5/9/97	8

FOC'S RECVD EITHER BY FAX OR FED EX

5/5/97	970505017	5/13/97	5/15/97	8
5/5/97	970502191	5/8/97	5/15/97	8
5/5/97	970423004	5/7/97	5/15/97	8
5/5/97	970503012	5/7/97	5/15/97	8
5/5/97	970505185	5/7/97	5/15/97	8
5/5/97	970103045	5/7/97	5/15/97	8
5/5/97	970502048	5/6/97	5/15/97	8
5/5/97	970502072	5/6/97	5/15/97	8
5/5/97	970502079	5/6/97	5/15/97	8
5/5/97	970502150	5/6/97	5/15/97	8
5/5/97	970502179	5/6/97	5/15/97	8
5/5/97	970502214	5/6/97	5/15/97	8
5/5/97	970502224	5/6/97	5/15/97	8
5/5/97	970503014	5/6/97	5/15/97	8
5/5/97	970505042	5/6/97	5/15/97	8
5/16/97	970516037	5/20/97	5/28/97	8
5/16/97	970516039	5/19/97	5/28/97	8
5/16/97	970516045	5/19/97	5/28/97	8
5/16/97	970515203	5/19/97	5/28/97	8
5/16/97	970515205A	5/19/97	5/28/97	8
5/16/97	970515211	5/19/97	5/28/97	8
5/16/97	970515216	5/19/97	5/28/97	8
5/16/97	970515233	5/19/97	5/28/97	8
5/16/97	970515239	5/19/97	5/28/97	8
5/16/97	970515242	5/19/97	5/28/97	8
5/16/97	970516020	5/19/97	5/28/97	8
5/16/97	970516025	5/19/97	5/28/97	8
5/16/97	970516027	5/19/97	5/28/97	8
5/16/97	970512030	5/20/97	5/28/97	8
5/16/97	970515240	5/20/97	5/28/97	8
5/16/97	970515205	5/20/97	5/28/97	8
5/16/97	970516015	5/20/97	5/28/97	8
5/16/97	970516017	5/20/97	5/28/97	8
5/16/97	970516028	5/19/97	5/28/97	8
4/22/97	970422026	4/24/97	5/1/97	7
4/22/97	970307147	4/24/97	5/1/97	7
4/22/97	970310127	4/24/97	5/1/97	7
4/22/97	970311068	4/24/97	5/1/97	7
4/22/97	970312041	4/24/97	5/1/97	7
4/22/97	970312043	4/24/97	5/1/97	7
4/22/97	970312181	4/24/97	5/1/97	7
4/22/97	970312182	4/24/97	5/1/97	7
4/22/97	970312189	4/24/97	5/1/97	7
4/22/97	970314091	4/24/97	5/1/97	7
4/22/97	970314107	4/24/97	5/1/97	7
4/22/97	970314112	4/24/97	5/1/97	7
4/22/97	97032021	4/24/97	5/1/97	7
4/22/97	970328091	4/24/97	5/1/97	7
4/22/97	970328246	4/24/97	5/1/97	7

FOC' S RECVD EITHER BY FAX OR FED EX

4/22/97	970327015	4/24/97	5/1/97	7
4/22/97	970327018	4/24/97	5/1/97	7
4/22/97	970422112	4/24/97	5/1/97	7
4/22/97	970422215	4/24/97	5/1/97	7
4/22/97	970327040	4/24/97	5/2/97	7
4/22/97	970327053	4/24/97	5/2/97	7
4/22/97	970417293	4/24/97	5/2/97	7
4/22/97	970327161	4/24/97	5/2/97	7
4/22/97	970417308	4/24/97	5/2/97	7
4/22/97	970418224	4/24/97	5/2/97	7
4/22/97	970418225	4/24/97	5/2/97	7
4/22/97	970418226	4/24/97	5/2/97	7
4/22/97	970407059	4/24/97	5/2/97	7
4/22/97	970418231	4/24/97	5/2/97	7
4/22/97	970407063	4/24/97	5/2/97	7
4/22/97	970407089	4/24/97	5/2/97	7
4/22/97	970421166	4/24/97	5/2/97	7
4/22/97	970411127	4/24/97	5/2/97	7
4/22/97	97041128	4/24/97	5/2/97	7
4/22/97	970412012	4/24/97	5/2/97	7
4/22/97	970415145	4/24/97	5/2/97	7
4/22/97	970416051	4/24/97	5/2/97	7
4/30/97	970429208	5/1/97	5/9/97	7
4/30/97	970429238	5/1/97	5/9/97	7
4/30/97	970429238	5/1/97	5/9/97	7
5/6/97	970506062	5/13/97	5/15/97	7
5/6/97	970505161	5/13/97	5/15/97	7
5/6/97	970505131	5/8/97	5/15/97	7
5/6/97	970505184	5/8/97	5/15/97	7
5/6/97	970505076	5/8/97	5/15/97	7
5/6/97	970505131	5/8/97	5/15/97	7
5/6/97	970505209	5/8/97	5/15/97	7
5/6/97	970505212	5/8/97	5/15/97	7
5/6/97	970429049	5/7/97	5/15/97	7
5/6/97	970505040	5/7/97	5/15/97	7
5/6/97	970605066	5/7/97	5/15/97	7
5/6/97	970505079	5/7/97	5/15/97	7
5/6/97	970505165	5/7/97	5/15/97	7
5/6/97	970505199	5/7/97	5/15/97	7
5/6/97	970505216	5/7/97	5/15/97	7
5/6/97	970505228	5/7/97	5/15/97	7
5/6/97	97050238	5/7/97	5/15/97	7
5/6/97	970508129	5/7/97	5/15/97	7
5/6/97	970327169	5/7/97	5/15/97	7
5/6/97	970407047	5/7/97	5/15/97	7
5/6/97	970418078	5/7/97	5/15/97	7
5/6/97	970422226A	5/7/97	5/15/97	7
5/12/97	970419015	5/16/97	5/21/97	7
5/12/97	970512012	5/16/97	5/21/97	7

FOC'S RECVD EITHER BY FAX OR FED EX

5/12/97	970419016	5/16/97	5/21/97	7
5/12/97	970512012	5/16/97	5/21/97	7
5/19/97	970516121	5/22/97	5/28/97	7
5/19/97	970516183	5/22/97	5/28/97	7
5/19/97	970519005	5/22/97	5/28/97	7
5/19/97	970519151	5/22/97	5/28/97	7
5/19/97	970519154	5/22/97	5/28/97	7
5/19/97	970519177	5/23/97	5/28/97	7
4/23/97	970310110	4/24/97	5/1/97	6
4/23/97	970310111	4/24/97	5/1/97	6
4/23/97	970310115	4/24/97	5/1/97	6
4/23/97	970311049	4/24/97	5/1/97	6
4/23/97	970311050	4/24/97	5/1/97	6
4/23/97	970311057	4/24/97	5/1/97	6
4/23/97	970311060	4/24/97	5/1/97	6
4/23/97	970311066	4/24/97	5/1/97	6
4/23/97	970311067	4/24/97	5/1/97	6
4/23/97	970312040	4/24/97	5/1/97	6
4/23/97	970312046	4/24/97	5/1/97	6
4/23/97	970313017	4/24/97	5/1/97	6
4/23/97	970313099	4/24/97	5/1/97	6
4/23/97	970313100	4/24/97	5/1/97	6
4/23/97	970313102	4/24/97	5/1/97	6
4/23/97	970315064	4/24/97	5/1/97	6
4/23/97	970317099	4/24/97	5/1/97	6
4/23/97	970317100	4/24/97	5/1/97	6
4/23/97	970317204	4/24/97	5/1/97	6
4/23/97	970317218	4/24/97	5/1/97	6
4/23/97	970319198	4/24/97	5/1/97	6
4/23/97	970319205	4/24/97	5/1/97	6
4/23/97	970423082	4/24/97	5/1/97	6
4/23/97	970423099	4/24/97	5/1/97	6
4/23/97	970423147	4/24/97	5/1/97	6
4/23/97	970417027	4/24/97	5/2/97	6
4/23/97	970331010	4/24/97	5/2/97	6
4/23/97	970331013	4/24/97	5/2/97	6
4/23/97	970421011	4/24/97	5/2/97	6
4/23/97	970421021A	4/24/97	5/2/97	6
4/23/97	970407110	4/24/97	5/2/97	6
4/23/97	970409196	4/24/97	5/2/97	6
4/23/97	970409197	4/24/97	5/2/97	6
4/23/97	970422061	4/24/97	5/2/97	6
4/23/97	970422100	4/24/97	5/2/97	6
4/23/97	970414032A	4/24/97	5/2/97	6
4/23/97	970414064A	4/24/97	5/2/97	6
5/1/97	970907139	5/5/97	5/8/97	6
5/1/97	970430084	5/5/97	5/8/97	6
5/1/97	970430104	5/5/97	5/8/97	6
5/1/97	970430131	5/5/97	5/8/97	6

FOC' S RECVD EITHER BY FAX OR FED EX

5/1/97	970430152	5/5/97	5/9/97	6
5/1/97	970430163	5/5/97	5/9/97	6
5/1/97	970501105	5/5/97	5/9/97	6
5/1/97	970501112	5/5/97	5/9/97	6
5/1/97	970501150	5/5/97	5/9/97	6
5/7/97	970428122	5/12/97	5/15/97	6
5/7/97	970502205	5/12/97	5/15/97	6
5/7/97	970506055	5/12/97	5/15/97	6
5/7/97	970326175	5/9/97	5/15/97	6
5/7/97	970415068	5/9/97	5/15/97	6
5/7/97	970326175	5/8/97	5/15/97	6
5/7/97	970424086	5/8/97	5/15/97	6
5/7/97	970424130	5/8/97	5/15/97	6
5/7/97	970424168	5/8/97	5/15/97	6
5/7/97	970501120	5/8/97	5/15/97	6
5/7/97	970506125	5/8/97	5/15/97	6
5/7/97	970506139	5/8/97	5/15/97	6
5/7/97	970507059	5/8/97	5/15/97	6
5/7/97	970506018	5/8/97	5/15/97	6
5/7/97	970506019	5/8/97	5/15/97	6
5/5/97	970802137	5/7/97	5/15/97	6
5/13/97	970512159	5/16/97	5/21/97	6
5/13/97	970513081	5/16/97	5/21/97	6
5/13/97	970513100	5/16/97	5/21/97	6
5/13/97	970512159	5/16/97	5/21/97	6
5/13/97	970513081	5/16/97	5/21/97	6
5/13/97	970513100	5/16/97	5/21/97	6
5/20/97	970516012	5/22/97	5/28/97	6
5/20/97	970519029	5/22/97	5/28/97	6
5/20/97	970519106	5/22/97	5/28/97	6
5/20/97	970519170	5/22/97	5/28/97	6
5/20/97	970519204	5/22/97	5/28/97	6
5/20/97	970520015	5/22/97	5/28/97	6
5/20/97	970519026	5/23/97	5/28/97	6
5/20/97	970416066	5/21/97	5/28/97	6
5/20/97	970512015	5/21/97	5/28/97	6
5/20/97	970519045	5/21/97	5/28/97	6
5/20/97	970519222	5/21/97	5/28/97	6
5/20/97	970520026	5/21/97	5/28/97	6
5/20/97	970520055	5/21/97	5/28/97	6
5/20/97	970520093	5/21/97	5/28/97	6
4/24/97	970423019	4/24/97	5/1/97	5
5/2/97	970502015	5/5/97	5/9/97	6
5/2/97	97017277A	5/5/97	5/9/97	5
5/2/97	970417302A	5/5/97	5/9/97	5
5/2/97	970417307A	5/5/97	5/9/97	5
5/2/97	970423134A	5/5/97	5/9/97	5
5/2/97	970501160	5/5/97	5/9/97	5
5/2/97	970502020	5/5/97	5/9/97	5

FOC'S RECVD EITHER BY FAX OR FED EX

5/8/97	970508028	5/13/97	5/15/97	5
5/8/97	970429238A	5/12/97	5/15/97	5
5/8/97	970506064	5/12/97	5/15/97	5
5/8/97	970429215A	5/9/97	5/15/97	5
5/8/97	970508016	5/9/97	5/15/97	5
5/8/97	970429061	5/8/97	5/15/97	5
5/8/97	970505142	5/8/97	5/15/97	5
5/8/97	970506014	5/8/97	5/15/97	5
5/8/97	970506142	5/8/97	5/15/97	5
5/8/97	970507143	5/8/97	5/15/97	5
5/8/97	970508029	5/8/97	5/15/97	5
5/8/97	970508052	5/8/97	5/15/97	5
5/14/97	970514262	5/16/97	5/21/97	5
5/14/97	970430047	5/16/97	5/21/97	5
5/14/97	970502043A	5/16/97	5/21/97	5
5/14/97	970506055	5/16/97	5/21/97	5
5/14/97	970506076	5/16/97	5/21/97	5
5/14/97	970508077	5/16/97	5/21/97	5
5/14/97	970509181	5/16/97	5/21/97	5
5/14/97	970512136	5/16/97	5/21/97	5
5/14/97	970512155	5/16/97	5/21/97	5
5/14/97	970514006A	5/16/97	5/21/97	5
5/14/97	970514008	5/16/97	5/21/97	5
5/14/97	970514019	5/16/97	5/21/97	5
5/14/97	970514242	5/16/97	5/21/97	5
5/14/97	970514252	5/16/97	5/21/97	5
5/14/97	970430047	5/16/97	5/21/97	5
5/14/97	970502043A	5/16/97	5/21/97	5
5/14/97	970506055	5/16/97	5/21/97	5
5/14/97	970506076	5/16/97	5/21/97	5
5/14/97	970508077	5/16/97	5/21/97	5
5/14/97	970509181	5/16/97	5/21/97	5
5/14/97	970512136	5/16/97	5/21/97	5
5/14/97	970512155	5/16/97	5/21/97	5
5/14/97	970514006A	5/16/97	5/21/97	5
5/14/97	970514008	5/16/97	5/21/97	5
5/14/97	970514019	5/16/97	5/21/97	5
5/14/97	970514242	5/16/97	5/21/97	5
5/21/97	970519038A	5/22/97	5/28/97	5
5/21/97	970331014	5/23/97	5/28/97	5
5/21/97	970519190	5/23/97	5/28/97	5
5/21/97	970520095	5/23/97	5/28/97	5
5/21/97	970520157	5/23/97	5/28/97	5
5/21/97	970520164	5/23/97	5/28/97	5
5/21/97	970520195	5/23/97	5/28/97	5
5/5/97	970426202	5/8/97	5/9/97	4
5/9/97	970503032	5/13/97	5/15/97	4
5/9/97	970506011	5/13/97	5/15/97	4
5/9/97	970507048	5/13/97	5/15/97	4

FOC'S RECVD EITHER BY FAX OR FED EX

5/9/97	970508195	5/13/97	5/15/97	4
5/9/97	970509067	5/13/97	5/15/97	4
5/9/97	970509075	5/13/97	5/15/97	4
5/9/97	970509077	5/13/97	5/15/97	4
5/9/97	970509114	5/13/97	5/15/97	4
5/9/97	970509140	5/13/97	5/15/97	4
5/9/97	970509164	5/13/97	5/15/97	4
5/9/97	970507142	5/9/97	5/15/97	4
5/15/97	970307242	5/16/97	5/21/97	4
5/15/97	970407043	5/16/97	5/21/97	4
5/15/97	970424079	5/16/97	5/21/97	4
5/15/97	970425052	5/16/97	5/21/97	4
5/15/97	970502198	5/16/97	5/21/97	4
5/15/97	970505205	5/16/97	5/21/97	4
5/15/97	970514157	5/16/97	5/21/97	4
5/15/97	970514159	5/16/97	5/21/97	4
5/15/97	970515002	5/16/97	5/21/97	4
5/15/97	970515005	5/16/97	5/21/97	4
5/15/97	970515011	5/16/97	5/21/97	4
5/15/97	970515013	5/16/97	5/21/97	4
5/15/97	970515017	5/16/97	5/21/97	4
5/15/97	970515020	5/16/97	5/21/97	4
5/15/97	970515024	5/16/97	5/21/97	4
5/15/97	970515025	5/16/97	5/21/97	4
5/15/97	970506048	5/15/97	5/21/97	4
5/15/97	970307242	5/16/97	5/21/97	4
5/15/97	970407043	5/16/97	5/21/97	4
5/15/97	970424079	5/16/97	5/21/97	4
5/15/97	970425052	5/16/97	5/21/97	4
5/15/97	970502198	5/16/97	5/21/97	4
5/15/97	970505205	5/16/97	5/21/97	4
5/15/97	970506048	5/16/97	5/21/97	4
5/15/97	970514157	5/16/97	5/21/97	4
5/15/97	970514159	5/16/97	5/21/97	4
5/15/97	970515002	5/16/97	5/21/97	4
5/15/97	970515005	5/16/97	5/21/97	4
5/15/97	970515011	5/16/97	5/21/97	4
5/15/97	970515013	5/16/97	5/21/97	4
5/15/97	970515017	5/16/97	5/21/97	4
5/15/97	970515020	5/16/97	5/21/97	4
5/15/97	970515024	5/16/97	5/21/97	4
5/15/97	970515025	5/16/97	5/21/97	4
5/22/97	970513040	5/23/97	5/28/97	4
5/22/97	970822155	5/23/97	5/28/97	4
5/12/97	970414178	5/13/97	5/15/97	3
5/12/97	970424174	5/13/97	5/15/97	3
5/12/97	970425202A	5/13/97	5/15/97	3
5/12/97	970429232	5/13/97	5/15/97	3
5/12/97	970509174	5/13/97	5/15/97	3

FOC' S RECVD EITHER BY FAX OR FED EX

5/12/97	970512021	5/13/97	5/15/97	3
5/12/97	970512023	5/13/97	5/15/97	3
5/12/97	970512027	5/13/97	5/15/97	3
5/12/97	970512028	5/13/97	5/15/97	3
5/13/97	970508089	5/13/97	5/15/97	2



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 12/19/96

STREET ADDRESS: XXXX

DUE DATE: 2/6/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 4/3/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Customer needs 40 DIDs--6 new DID circuits ordered. Due date scheduled for 2/6 at 7am.

2/6/97: 1:07pm Neil at Ameritech said order not loaded to tech--will escalate.

2/7/97: 12noon order completed per Neil at Ameritech.

2/19/97: Translations completed and lines tested. Levels on loops were bad. Level were long. Ameritech created trouble ticket #MU004450. John in AMI/Unbundling investigating.

2/20/97: AMI tech dispatched to check levels at d-mark.

2/21/97: Test equipment was broke yesterday per Tom/AMI. They will test this morning. Anita/AMI checked w/her tech and suggested we increase the gain on ech circuit or request they re-engineer. We requested a re-engineer.

2/26/97: AMI re-engineered. OK for us to test.

2/27/97: Levels are worse to the switch, about the same to the customer and digits cannot be passed at all now. Brooks Dispatch Manager called Al at AMI-NECC to ask if circuits were now on pair gain.

Anita/AMI called back to say they were on copper. Anita wrote order to have bridge lifters removed.

3/6/97: AMI removed bridge lifters today.

3/7/97: We tested--levels better but still not acceptable. They are better to customer end but still bad to switch.

3/7 and 3/10: Eric Larsen/AMI notified of problem. In the meantime, we tested again with Herm/AMI tech and levels are -12.6 DB loss. Called AMI to have them re-engineered to pair gain.

3/18/97: Loops were changed from copper to SLC. We tested again and 2-lines were too hot, the other 4-lines were too long. AMI to have padding adjusted at the SLCC.

3/20/97: Lines were moved to SLCC and levels test good.

4/3/97: All lines cut. Tested OK

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXXX

DATE ORDERED:

STREET ADDRESS: XXXXX

DUE DATE: 1/8/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/15/97

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

Original due date 1/8/97. Not complete because Ameritech tech was called off on trouble per Nancy in Unbundling. Order turned back again on 1/9/97 because report from Dispatch to Unbundling was "Need Access To Back Yard". I called customer contact. Dave Selzer said didn't understand--backyard is wide open and anyone can walk back there. Then Ameritech said "No Access". On 1/10/97 was told order was in "Jeopardy" meaning it was turned back for no access. Actually, order wasn't released for dispatch on 1/10 a.m. Then was told wouldn't be done on 1/10 because of work load. Nancy in Unbundling offered to escalate if necessary. I called customer who said Monday would be fine. Nancy will follow through on this order asking tech to call her personally from site if there is a problem.

On 1/13/97 Nancy says, for reasons unknown to her and Dispatch, order was not done today. It is expected that the weather and Ameritech trouble is playing a big part in it. Remarks in order say cross-connection work is complete but due to "Got Late and Dark" they would run the drop on the 14th. Was on work schedule for the 14th. It was not done on 14th -- no reason given. I called Nancy again on 15th. She says will follow through on order. It is rescheduled again today. She will keep in touch.

Order was completed by Ameritech on 1/15/97.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 6/26/96

STREET ADDRESS: XXXX

DUE DATE: 10/31/96

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 11/5/96

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This is an account that Ameritech missed the due date. The first due date that we were given was 10/31/96. This date was missed due to [Ameritech's] heavy work load on that day. The second date we received was 11/4/96, which was also missed due to heavy work load.

The account was finally finished on 11/5/96.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXX

DATE ORDERED: 6/26/96

STREET ADDRESS: XXXXX

DUE DATE: 10/31/96

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 11/4/96

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

The problem with this order was two (2) missed due dates. The first date we were given was 10/31/96--his was missed due to force and load. We were then told it would be completed on 11/1/96. This date was missed due to cable trouble.

The order was finally completed on 11/4/96.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 8/16/96

STREET ADDRESS: XXXX

DUE DATE: 11/21/96

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 11/25/96

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

The problem with this order was a missed due date by Ameritech. We were given the date of 11/21/96, the customer was not installed until 11/25/96. The reason given was that they had too heavy a work load to complete it on that day.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 12/12/96

STREET ADDRESS: XXXX

DUE DATE: 1/2/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/8/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

The problem with this order was a missed due date by Ameritech. Actually, the due date was missed twice. The first confirmed due date was 1/2/97, this date was missed and changed to 1/7/97. The second date was also missed.

The order was finally completed on 1/8/97.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED:

STREET ADDRESS: XXXX

DUE DATE: 1/2/97

CITY / STATE: MI

IN SERVICE: 1/6/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

This order was confirmed for 1/2/97. It was missed on 1/2/97. It was preassigned for 1/3/97. It was missed again on 1/3/97, escalated, and preassigned for 1/4/97.

It was finally completed on 1/6/97.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 10/14/96

STREET ADDRESS: XXXX

DUE DATE: 12/27/96

CITY / STATE: MI

IN SERVICE: PENDING

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Ameritech was supposed to install the customer on 12/27/96. Constant procrastination on Ameritech's part still has the order for DID circuits still pending completion.

When Ameritech installs an order for DID circuits we give them the choice of using either metallic or pargain to bring the loops into the C.O. Ameritech chose metallic, only to discover that they should have used pargain. They then reassigned a due date of 1/8/97. On 1/7/97 we found out that it, once again, wasn't going to be completed. They stated that they had to re-engineer the order and that there was an ISLIC problem.

As of 1/10/97, the order has still not been completed.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 1/15/97

STREET ADDRESS: XXXX

DUE DATE: 1/23/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/24/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Order was missed on 1/23/97 due to an overload of Ameritech trouble.

Order was completed on 1/24/97.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 1/22/97

STREET ADDRESS: XXXX

DUE DATE: 1/29/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 1/31/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Order was missed due to heavy workload, per Neil in AMI-Unbundling.

Completed (2) days later.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXX

ORDER #: XXXX

DATE ORDERED: 2/6/97

STREET ADDRESS: XXXX

DUE DATE: 2/10/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 2/10/97

TELE #: XXXX

AMI #: XXXX

BRIEF DESCRIPTION OF PROBLEM:

Order missed on due date, 2/6/97 for Ameritech trouble workload. Missed again on 2/7/97 for Ameritech trouble workload per Laura at NECC center.

Order completed on 2/10/97 in the early morning.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX



BROOKS FIBER COMMUNICATIONS

AMERITECH INCIDENT REPORT

ORDER IDENTIFICATION

CUSTOMER (last, first): XXXXX

ORDER #: XXXXX

DATE ORDERED: 2/4/97

STREET ADDRESS: XXXXX

DUE DATE: 2/5/97

CITY / STATE: GRAND RAPIDS MI

IN SERVICE: 2/5/97

TELE #: XXXXX

AMI #: XXXXX

BRIEF DESCRIPTION OF PROBLEM:

Order was missed on 2/4 because of tech workload.

Completed on 2/5/97.

REPORTER'S NAME / DEPARTMENT: XXXXX

XXXXX